



Note: The above troubleshooting must be completed with a system reset. After any system component changes, the system must be reset.

IMPORTANT NOTES FOR ENGINEERS

For **ALL** equipment replaced, fault diagnosis and serial numbers to be confirmed on job sheet and quarantine sticker. Equipment to be returned to Quail Digital at earliest convenience.

ALWAYS confirm on job sheet that system has been left tested and working unless further works are required.

REPEATER LED STATUS

No LED

No power to repeater

Check Cat5 cable is in correct base and repeater sockets:



base socket



repeater socket

Engineer visit required to check wiring and connectors, replace repeater if cable tests OK.

Engineer instruction: establish power failure. Check Cat5 cable is in correct base and repeater sockets, perform cable test and only replace repeater if test confirms cables are OK.

Pass
1 2 3 4 5 6 7 8
1 2 3 4 5 6 7 8

HEADSET LED STATUS

Fast flashing **RED**
and fast continuous
beeping

Single flash **RED** and
single beep every
second

Single or double flash **GREEN** and
3 fast beeps every 3 seconds

Flash ANY colour with
additional **RED** single
flash in-between

Hardware fault in
headset

Headset not
registered

Headset is out
of range

OR

Headset from
another store

Battery low

Arrange headset
swap out

Register headset
to base

Move closer to base

Re-register headset to
this store as below

Return battery to
charger

Hold headset to base
as shown below.
Headset boom LED
will fast-flash **GREEN**
whilst registering, then
pulse **GREEN** when
completed.



Headset will return to
normal operation

Remove battery from
headset, hold headset
up to base and THEN
re-insert battery.
Headset LED will fast
flash **GREEN** then
return to normal
GREEN pulse ready
for use.

Take charged battery
from charger, insert
into headset, LED will
return to operational
status. Resume
operation

For Service Support: +1 888 575 1010